

## **GROUP ONE**

### **JOB TITLES**

**Communications Assistant, 5/8**  
**Departmental Technician 9/10**  
**Employment Service Interviewer 9/10**  
**Executive Secretary 10**  
**Secretary 8/9**  
**Word Processing Assistant 5/6/7/8**

### **COMPETENCIES**

- **Adaptability**  
Maintaining effectiveness when experiencing major changes in personal work tasks or the work environment; adjusting effectively to work within new work structures, processes, requirements or cultures.
- **Applied Learning**  
Assimilating and applying new job-related information in a timely manner.
- **Building Customer Loyalty**  
Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.
- **Communication**  
Clearly conveying and receiving information and ideas through a variety of media to individuals or groups in a manner that engages the audience, helps them understand and retain the message, and permits response and feedback from the audience.
- **Contributing to Team Success**  
Actively participating as a member of a team to move the team toward the completion of goals.
- **Decision Making**  
Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- **Impact**  
Creating a good first impression, commanding attention and respect, showing an air of confidence.
- **Initiating Action**  
Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Innovation**  
Generating innovative solutions in work situations; trying different and novel ways to deal with work problems and opportunities.

- **Integrity/Honesty**  
Contributing to maintaining the integrity of the organization; displaying high standards of ethical conduct and understanding the impact of violating these standards on the organization, self, and others; is trustworthy.
- **Interpersonal Skills**  
Considering and responding appropriately to the needs, feelings, and capabilities of others; adjusting approaches to suite different people and situations; and representing the agency to the public and other agencies in a courteous and pleasant manner.
- **Managing Work**  
Effectively managing one's time and resources to ensure that work is completed efficiently; makes timely requests for sick/annual leave time; utilizes sick leave appropriately; and reports for work and returns from breaks and lunch in a timely manner.
- **Quality Orientation**  
Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks, being watchful over a period of time.
- **Safety Awareness**  
Being aware of conditions that affect employee safety.
- **Stress Tolerance**  
Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organization.